



**TRADING CONDITIONS
FOR CUSTOMERS OUTSIDE BALI**

1. Operational hours PT. Alamboga Internusa

- Monday – Friday : 08.00 – 17.00 WITA
- Saturday : 08.00 – 14.00 WITA
- Sunday : Closed

2. Orders and delivery

a. Order schedule of goods

Orders should be received at least 2 working days before scheduled delivery (before 15.00 WITA). Alamboga is unable to process any items or quantity changes, where order has been confirmed or if past the time limit.

Minimum weight for the purchase for the customers outside the Bali Area

- Jabodetabek : Minimum 50 Kg each category (dried/perishable goods)
- Other cities (Java area) : Minimum 50 Kg each category (dried/perishable goods)
- East Indonesia : Minimum 30 Kg each category (dried/perishable goods)

b. Delivery schedule each area :

Monday, Wednesday, Thursday : Nusa Tenggara Barat, Nusa Tenggara Timur, Nusa Lembongan.

Tuesday & Friday : Jabodetabek, Central Java, Yogyakarta, East Java, West Java

- c. We provide Lintas Mitra as expedition partner. If the customers choose to use their own selected courier company, the customer must sign the statement letter from PT. Alamboga Internusa. We are not responsible for any complaint if customer choose their own expedition provider.

3. New customer registration procedures :

New customers should complete the New Customer Registration Form by sending the completed documents to Sales@Alamboga.com. The process should take one working day.

- 4. Orders can be received once all the requirements have been completed. For any order of goods, please send to:**

WA : 0812 3630 5515
Email : sales@alamboga.com
Phone No. : (+62 361) 710673-676; 937 8021

5. Payment through Bank Transfer is as follows:

ACCOUNT NAME : PT. ALAMBOGA INTERNUSA
BANK : MANDIRI, CABANG BENOA – BALI
ACCOUNT NO : 145 000 720 3777
OR
BANK : BCA, CABANG KUTA – BALI
ACCOUNT NO : 146 993 2999

6. Proof of payment should be received by the latest at 16.00 WITA on working days (during the operational hours of PT. Alamboga Internusa) and before 2 x 24 hours from the date of the transfer.
All transactions are automatically canceled if the payment is received after the time limit as stated in the Trading Terms and Conditions.
7. Customers must sign the invoice including full name and company stamp as a confirmation that goods have been received by the customer. The invoice should be sent back to Alamboga within 3 x 24 hours.
8. Any complaints must be received within 1 x 24 hours from time goods have been received.
9. Please send any emails on feedback or complaints to:
Email : elly@alamboga.com / delivery@alamboga.com / puput@alamboga.com

For any feedback or complaints please send an email as follow:

Att. : Sales Administration
WA No. : 0812 3630 5515
Email : sales@alamboga.com
Telp. : (+62 361) 937 8021